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September 27, 2023

Dear Shrewsbury Residents,

As the vendor for the town of Shrewsbury's Trash Bag Program, we strive to make sure that the product we deliver to residents meets the highest standards. Unfortunately, our latest production run produced bags with flawed construction which created bad experiences for some Shrewsbury residents. If you were among those that purchased a defective bag, please bring it back to the Town Hall – DPW for an exchange or call our 1-800-866-3954 number and we will exchange them for you. Once notified of the issue, we immediately took steps to remove defective bags from retailers. We have also revamped our process for quality control for Shrewsbury bags, which gives an extra layer of protection against something like this happening in the future.

Again, we apologize for any inconvenience and thank the residents of Shrewsbury for their understanding.

Best,

A handwritten signature in blue ink, appearing to read "Mark Dancy", with a long horizontal flourish extending to the right.

**Mark Dancy**

President